

Technical Branch  
Sub-Professional Engineering and Planning Group  
Social Services Series

**SENIOR CITIZEN PROGRAM REPRESENTATIVE**

09/00 (REB)

**CHARACTERISTICS OF THE CLASS:**

Under general supervision, recruits and enrolls senior citizens and organizations in the City's senior citizen social programs; performs related duties as required.

**EXAMPLES OF DUTIES:**

As assigned, explains the goals, objectives and requirements of the City's senior citizen programs such as the Retired Senior Volunteer and Foster Grandparent Programs to individuals and groups of senior citizens, nursing homes, nutrition centers and other organizations; obtains volunteers; interest, skills, work experience and related information; explains meals, transportation and other reimbursements to volunteers; introduces and acquaints volunteers with work stations and staff.

As assigned, explains programs to non-profit organizations to obtain their participation; discusses job requirements and working conditions with participant organizations for selection and placement of volunteers; checks work stations for compliance with policies and agreements; refers problems concerning volunteers to supervisor.

Participates in the planning and coordination of activities for the recognition of volunteers and organizations; acts for supervisors as required; as assigned, delivers public presentations explaining the programs; compiles monthly statistical summaries, calculates reimbursements and submits them to supervisor; delivers and collects monthly volunteer and work station report forms; maintains records and prepares reports.

**MINIMUM QUALIFICATIONS:**

Training and Experience: Graduation from high school or GED and two years subprofessional experience in providing services to the elderly; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Some knowledge of the physical, social and psychological needs and characteristics of persons over 60 years of age; some knowledge of office practices and procedures, including typing.

Ability to empathize, communicate and work with persons over 60 years of age; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with fellow employees, officials, and the public; ability to make mathematical computations; ability to exercise good judgment; ability to maintain records and prepare reports; ability to tactfully enforce established rules and regulations; ability to speak to groups.

Physical Requirements: Mobility within and office and field environment, operation of a motor vehicle through city traffic.

Licenses and Certificates: Texas Class "C" Driver's License or an equivalent license issued by another state.

Special Requirements: Some knowledge of Spanish desirable.

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Director of Personnel

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Department Head